



**UNITED STATES DISTRICT COURT
SOUTHERN DISTRICT OF NEW YORK
PROBATION OFFICE**

AMENDMENT

POSITION ANNOUNCEMENT: #2002-03

POSITION TITLE: P/C Help Desk Support Specialist

OPENS: 07/17/02

CLOSES: 08/09/02

TYPE OF APPOINTMENT: Full Time / Temporary

SALARY: CL-23 (\$25,954 - \$42,202 per annual), depending on qualifications

LOCATION: U.S. Probation Office, 500 Pearl Street, NY, NY 10007-1312
(New York City Office)

PROMOTION POTENTIAL: CL-23/61, potential to become permanent after 1 year

AREA OF CONSIDERATION: Open to all sources

DUTIES AND RESPONSIBILITIES:

This position is located in the United States District Court, Southern District of New York Probation Office, automation team. The P/C help desk support specialist provides help desk technical support and services to the four offices within the Southern District of New York, U.S. Probation Office. The incumbent troubleshoots and corrects first level technical program problems, installs non-customized hardware and software applications, or predetermined installations procedures; installs or assists in the basic level of installation of new or revised releases of nation systems. Technical matters are referred by the P/C help desk support specialist to the technical experts. This position also involves administration and support of Novell based local area network. Some travel may be required. Additional duties include:

- Researching product cost and compatibility, obtaining quotes from vendors and generating purchase orders at the request of the supervisor and/or manager.
- Training employees in basic software and hardware use to ensure effective utilization of installed data processing, office automation, and data communications programs and facilities.
- Maintaining inventory of automation supplies.
- Performing other related duties as required.

QUALIFICATIONS:

Applicant must be a high school graduate or equivalent, plus two years of general experience.

EDUCATIONAL SUBSTITUTION:

College education may be substituted for general experience on the basis of one academic year equals nine months of experience.

PREFERRED QUALIFICATIONS:

- Knowledge of personal computer, and peripherals
- Knowledge of desk top usage and installation
- Knowledge of MS-DOS, Netware, WordPerfect, Windows 95, Lotus Notes, Networking and Internet
- Ability to analyze problems and assess practical implications of alternative solutions
- Ability to communicate effectively with others, both orally and in writing
- Ability to exercise mature judgement

HOW TO APPLY:

You may apply by submitting an OF-612, Optional Application for Federal Employment or your resume and a cover letter with the following information: announcement number and position title, personal information to include your full name; mailing address; area code and telephone number; social security number; and country of citizenship. List work experience with a description of duties; number of hours worked per week; supervisor's name and telephone number; dates employed and salary. Include educational level and date of graduation or receipt of type and year of any degree; and list other qualifications. List felony convictions with explanation of conviction. List relatives currently employed by the Federal government or U.S. Courts. Submit your completed application or resume to:

**United States Probation Office
500 Pearl Street, 7th Floor
New York, NY 10007-1312
Attention: Personnel**

CANDIDATES WILL BE REQUIRED TO SUCCESSFULLY PASS A TECHNICAL EXAM.

CANDIDATES WILL BE REQUIRED TO SIGN AN AUTHORIZATION OF RELEASE FORM, AUTHORIZING OUR AGENCY TO RETRIEVE A CREDIT AND CRIMINAL BACKGROUND CHECK.

THIS POSITION IS SUBJECT TO MANDATORY ELECTRONIC FUNDS TRANSFER FOR PAYMENT OF NET PAY.

APPLICANTS MUST BE A CITIZEN OF THE UNITED STATES.

THE UNITED STATES COURT IS AN EQUAL OPPORTUNITY EMPLOYER.

